



SUPERIOR COURT OF CALIFORNIA COUNTY OF MONTEREY

Invites you to apply for

Information Technology Support Technician-Trainee

\$2,728 – \$3,378 Monthly
Plus generous benefits

Final Filing Date: Friday, August 11, 2006, 2006 by 5:00 p.m. (postmarks not accepted)

The Superior Court of California, County of Monterey hears criminal, civil, family law, juvenile, child support enforcement, traffic and mental health cases. The Court has divisions in Salinas, Monterey, Marina and King City.

THE POSITION

Information Technology Support Technician-Trainee, under supervision, provides technical support services for microcomputer and communication equipment and their associated peripherals; and performs related work as required. Regular and punctual attendance is essential. This position will be assigned to the Court's Information Technology Department in Salinas and will be required to work as needed in the Court's other locations.

The Trainee designation is designed to give individuals, who possess some, but not all of the minimum qualifications of the Information Technology Support Technician the necessary training to gain the advanced knowledge.

Employees hired at the Information Technology Support Technician-Trainee level may be promoted, after a nine (9) month review, or earlier to the Information Technology Support Technician level subject to their meeting the requirements of the Information Technology Support Technician and a recommendation from their appointing authority based on job performance. The initial probationary period will total nine (9) months regardless of the Trainee designation or promotion prior to the end of the probationary nine (9) months.

EXAMPLES OF DUTIES

- Responsible for Level I support for computer workstations, laptops, printers, peripherals as well as associated operating systems and application software at the desktop level. Included is the troubleshooting and repair of hardware and software failures over the telephone and onsite at the end user location;
- Manage help desk trouble tickets, establish priority and handle tickets according to established procedures;
- Maintain equipment and supplies inventory, review purchase orders for computer related equipment, locate vendors, establish price, check specifications, recommend changes as necessary to conform with court standards or to efficiently accomplish user's requirements;
- Keep records of work activity; create, update and maintain field process documents, status reports and issue logs, as required.

MINIMUM QUALIFICATIONS

License: Possess and maintain a valid current California Class C driver license or transportation approved by the appointing authority.

Certification: Course work in A+ Certification **OR** Network+ Certifications **OR** Equivalent.

Experience: Minimum one (1) year recent experience installing and maintaining information systems equipment in a small to medium information systems environment.

OR

Minimum six (6) months experience in a similar position with any Superior Court of California in information systems.

Any combination of experience, education, and/or training which substantially provides the following knowledge, skills, and abilities:

Working knowledge of:

- Windows XP/2000/2003 administration;
- The concepts and terms applicable to state-of-the-art information systems;
- Operation and maintenance of information systems equipment similar to that presently used by the Superior Court of California, County of Monterey;
- Tools and test equipment used in the installation and repair of information systems.

Skill and ability to:

- Interpret complex technical manuals and procedures;
- Operate and maintain information systems equipment similar to that presently required by the Superior Court of California, County of Monterey;
- Use tools and equipment to troubleshoot, install and repair information systems equipment;
- Write clearly and concisely and write technical reports and documentation;
- Dexterity to climb or crawl to install cable in areas of close tolerance; clean delicate computer equipment;
- Follow oral and written instructions;
- Work under pressure of deadlines;
- Establish and maintain effective interpersonal relationships and work as a member of a team;
- Provide excellent customer service
- Safely use hazardous chemicals and solvents.

The successful candidate will be a strong team player, work closely with clients and possess excellent customer service skills.

PHYSICAL AND SENSORY REQUIREMENTS

The physical and sensory abilities required to perform the duties of this classification include:

- Ability to read computer screens and standard computer printouts; operate a computer keyboard; safely lift up to 50 pounds without assistance; safely use hazardous chemicals and solvents; climb or crawl to install cable in small areas; clean delicate computer equipment.
- Exposure to hazardous chemicals and solvents.

BACKGROUND INVESTIGATION

Applicants must have a reputation for honesty and trustworthiness. Convictions, depending on the type, number and date, may be disqualifying. Work history: False statements or omission of facts regarding background or employment history may result in disqualification or dismissal.

CONDITIONS OF EMPLOYMENT

- Successfully pass a background investigation
- Be available to respond to off-hours situations, work occasional weekends, holidays, and during times of emergencies and disasters.

FILING REQUIREMENTS AND SELECTION PROCEDURE

All applicants must file the following documents with the Superior Court of California, County of Monterey, 240 Church St., Suite 318, Salinas, CA 93901, by **Friday, August 11, 2006, 5 p.m.**, to be eligible for consideration: 1) cover letter; 2) resume; and 3) copies of certifications (if available) or confirmation of completion of course work towards certification. For questions regarding this recruitment, call (831) 775-5540, email courtjobs@monterey.courts.ca.gov, or visit the Court's website at www.monterey.courts.ca.gov.

TENTATIVE SCHEDULE

- Friday, August 11, 2006 – Application materials due.
- Week of August 14, 2006 – Qualifications review.
- Wednesday, August 16 or Thursday, August 17, 2006 – Selection Interview.
- The selection process is tentative and applicants will be notified if changes are made.
- **The competitive process includes submitting a cover letter, resume, copies of certification(s) or confirmation of completion of course work towards certification.**
- Applicants who fail to submit a cover letter or resume will not be considered for this position.
- Application materials will be competitively evaluated, with those applicants who are determined to be the most appropriately qualified invited to participate further in the process. To further assess applicant's possession of required qualifications, this examination may include an oral examination, pre-exam exercise, performance examination and/or written examination.
- Applicants who pass the testing/evaluation process will be placed on an eligible list and may be contacted to schedule a final interview. The established eligible list may be used to fill future vacancies.

SUMMARY OF BENEFITS (J Unit)

Retirement: Public Employees' Retirement System (P.E.R.S.) 2% @ 55 (100% paid by the Court)

Holidays: 13 days per year

Vacation: Accrues at the rate of 3.7 hours per pay period. The accrual rate increases after 3, 10, 15, 20 and 25 years of service.

Sick Leave: Provides salary continuation for absence due to illness and is earned at 3.08 hours per pay period.

Educational Leave: One eight (8) hour day per calendar year.

Medical, Dental & Vision Care: Flexible Spending Account: available benefits – medical/dental/vision, prescription drugs and dependent coverage.

Life Insurance: \$10,000 life insurance policy.

Educational Assistance: Up to \$750.00 per year.

Deferred Compensation: A deferred compensation program is available.

The above information is a general summary of benefits for this position. This information is not legally binding, nor does it serve as a contract. The benefits listed in the Court Personnel Policies and Practices or MOU prevail over this listing.

SPECIAL NOTES

- If you are hired into this classification in a permanent position, as a condition of your employment, you will have 30 days to join the union and authorize a union dues deduction or salary deduction of appropriate fees.
- If you believe you possess a disability that would require accommodation in the selection process, please call (831) 775-5400, ext. 3007.
- The Immigration and Reform Act of 1986 requires that persons hired must present documents verifying identity and authorization for employment in the United States.

The Superior Court of California, County of Monterey is an Equal Opportunity Employer